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## programs

The Graduate School, USDA will exhibit at the following upcoming conferences:

**IPMA FEDERAL SECTION**  
November 18-19, 2004  
Washington, D.C.

**EXCELLENCE IN GOVERNMENT WEST**  
December 8-10, 2004  
San Diego, Calif.

## FEDERAL UPDATE

### IT Training Plan for Federal Employees

On July 30, 2004, the Office of Personnel Management (OPM) and the Chief Information Officers (CIO) Council recommended that five IT training programs provide a framework for a governmentwide IT curriculum. OPM reported that the following institutions offer training that covers the core IT competencies as determined by the CIO Council:

- **Graduate School, USDA**
- **OPM's Federal Executive Institute and Management Development Centers**
- **Defense Department's Information Resources Management College**
- **General Services Administration's CIO University**
- **General Services Administration's Strategic and Tactical Advocates for Results Program**

OPM contends that if these programs could be properly linked, they could improve IT training throughout government. OPM suggests that the CIO Council's IT Roadmap serve as a guide in curriculum planning. Federal employees are using the roadmap to draw up their own individual development plans.

The OPM-CIO report also suggests using the IT Exchange Program as part of the training framework. Under this program, federal employees work for a brief period in private industry in order to improve their IT skills.

OPM and the CIO Council are currently drafting guidelines for performance standards for the new IT training.

Source: Government Computer News,  
September 27, 2004

## New Faces At Graduate School, USDA

### Sharon Fratta-Hill Appointed Dean of Information Technology

The Graduate School, USDA has named Dr. Sharon Ann Fratta-Hill to succeed Nat Hopkins as dean of its information technology program. Hopkins will retire November 5, 2004.

Dr. Fratta's skills and broad experience in the field of information systems management, particularly at the higher education levels, will provide the leadership and expertise necessary to maintain and expand a first-rate information technology curriculum. She comes to the Graduate School from Prince George's Community College, where, as a tenured full professor, she served both as the Computer Information and Office Systems Department chairperson and as the adjunct faculty coordinator. Prior to these positions, she was a director of information systems management and a full professor at University of Maryland University College in College Park. During that period she also initiated courses in information systems management at area military bases. She has taught for 28 years.

Her academic background centered in information systems management. She received a doctorate and a masters degree in education (both with honors) from the University of Maryland. Dr. Fratta has written and edited texts on information management and has consulted for several organizations, including the Distance Education Training Council and the American Council on Education.

A native of Carroll County, Maryland, Dr. Fratta enjoys the history and culture of the Washington area. Her non-professional life revolves around her husband, who is an aerospace engineer, her daughter and two sons. The family's activities include camping and ski boating.



### Denese Powell Named Director of Administration

Since Denese Powell arrived at the Graduate School to fill the position of director of administration, she has faced a challenging workload. Her responsibilities include, in a general sense, the improvement of customer service and support. Internally, she is in charge of the School's financial management through accounts payable and accounts receivable, information technology, the day-to-day operation of our human resources activities and our physical facilities. In the future she will direct the development of a business continuity/disaster recovery plan for the School.

In the 15 years prior to her Graduate School appointment, Powell worked for the Maryland Department of Human Resources, most recently as deputy secretary for programs. In that role she provided leadership and direction in matters affecting policy and service delivery for the department's major program areas. Powell earned a bachelor of science degree in psychology from Howard University and a master of arts degree in counseling

psychology from Federal City College/University of the District of Columbia.

Powell and her husband live in Hyattsville, Maryland, and they enjoy sailing in the tidewater area of Virginia. Her other interests are reading and the arts. One daughter is a lawyer, another is in medical school and her son is a recruiter for Southeastern University. Commenting on her first weeks at the Graduate School, Powell delights "in the sense of pride about the organization."

# Faculty Profiles



## Glenda Somerville

At home and abroad our clients strongly praise the teaching skills of Glenda Somerville. For the Graduate School's daytime training program, Somerville has taught all the budgeting courses in our financial management curriculum. Her first course in 1996 was Budget Execution; currently she is teaching the Budget Analysis Workshop.

Somerville loves instructing and finds it "gratifying to know that people leave with more skills, expertise and understanding to take back to their agencies."

Somerville joined the International Institute's effort to provide staff members at the Agency for International Development (AID) with a comprehensive overview of the agency's financial management processes. She studied each AID department, and in less than a month, she presented a superior pilot course. She has since taught in Hungary, El Salvador, South Africa, Nigeria, Mozambique, and recently in Benin, Uganda and Cambodia. Soon she is off to Malawi. In each country she presents specific information on financial management and the appropriations process, along with an overview of our federal laws, regulations and procedures. Somerville also works on strategic objective agreements, such as programs to improve a country's governance, health care or education. Overseas she instructs foreign service nationals who work for the United States, personal service contractors and direct hires who are U.S. citizens employed by AID.

Somerville received a bachelor of science degree in business administration from American University. She is a certified government financial manager and on the board of the Greater Washington Society of Certified Public Accountants.

Somerville has two grown daughters and a two-year-old grandson. She enjoys travel and reading. Walking is her favorite exercise because it is "my creative and reflective time."

## Debra Schoenstein

In the past six years Debra Schoenstein has taught more than twenty courses for the Graduate School, primarily in management and employee development, team building and leadership training. She has also customized training for the Bureau of Reclamation, NASA's Dryden Research Center and the Naval Sea Systems Command at Port Hueneme, California. In addition, she provides expertise on team assessments and executive coaching for our leadership program.

Schoenstein and her husband live in Santa Rosa, California, in the heart of the wine country of the Napa and Sonoma valleys. They have traveled widely – to Europe, Central and Latin America and French Polynesia. They are planning a trip for 2005 to include Australia and New Zealand, where Schoenstein will visit her mother's relatives.

At San Francisco University, Schoenstein earned a dual undergraduate degree in information technology and organizational behavior and a master of science degree in organizational development. She holds teacher certifications in five programs, including situational leadership and leadership effectiveness. One vendor she serves is the U.S. Postal Service's leadership development program.

Schoenstein particularly enjoys her work in organizational development and the projects where organizations are "trying to shift gears." She also loves teaching

leadership development courses because of the "opportunity to plant the seeds in future leaders that will help them lead their organizations in a more systemic and strategic manner."

## Joan Vosen

Shortly after her own retirement in January, 1997, Joan Vosen joined the Graduate School faculty as an instructor in our retirement curriculum. She is well qualified to teach our pre-retirement planning and mid-career retirement planning courses, for she had previously served as the personnel specialist in the human resources program for the Internal Revenue Service's Milwaukee office.

From Milwaukee she travels to St. Louis, Minneapolis and Chicago to instruct. She finds that people have many unanswered questions about retirement benefits, particularly due to the federal downsizing of personnel in the human resources area.

Vosen realizes that retirement questions affect not just the retiree, and therefore she encourages students to bring their spouses to class. She fully explains the government retirement programs such as the Thrift Savings Plan and the federal employee health benefits. This is sometimes critical: she once taught an entire class of workers who were scheduled to lose their jobs. Vosen adjusted the course materials and the class agenda to meet their special needs.

A native of Yuma, Arizona, Vosen moved to Milwaukee in the sixties, where she and her husband raised their two daughters. She enjoys reading and golfing, and she is really enthusiastic about basket weaving. "I know it sounds funny, but I love it. I make wine baskets and flower baskets for house gifts." The Vosens spend their winters in Sun City, Arizona.



## Lynn Remly

When Lynn Remly says emphatically that her first love is teaching, let there be no doubt. Presently she teaches four writing classes for the Graduate School and grammar and writing to adults in the evening classes of the Arlington public school system. She often draws on material in her book, *How to Publish Freelance Articles*. For 13 years she has worked for the Federal Communications Commission, where, in her present job

as special assistant to the chief of the Consumer and Governmental Affairs Bureau, she drafts speeches for commissioners, schedules publications and writes and distributes bureau publications nationwide.

Remly grew up in Minnesota and attended the University of Minnesota where she received a masters degree and a doctorate. She specialized in medieval literature. Subsequently she taught for 20 years. During that period she earned a law degree at the Cleveland Marshall College of Law at Cleveland State University.

While working on her masters degree, she studied in Berlin, a city she loves. She is fluent in French and German. A sailor, she keeps a small boat at Occoquan, Virginia. She also enjoys gardening and travel, having just returned from Arctic Svalbard, near the North Pole. After retirement she plans to continue teaching.

## Graduate School Honors Faculty



the Department of the Navy Human Resources Service Center, Northwest for initiating a three-track system with leadership, service delivery and functional modules.

Fifteen instructors and a six-member team received faculty excellence awards at the annual Graduate School faculty excellence reception on September 8, 2004 in Washington, D.C. Executive Director Dr. Jerry Ice delivered the keynote address, and Susan Porter Robinson, a member of our General Administration Board, announced the awards. Recipients of the Executive Director Award were Irwin T. David and John Zottoli; both serve on School advisory committees. The School presented the W. Edwards Deming Outstanding Training Award to



Top Left: A team award was presented during the ceremony. The recipients from left to right are: Phyllis Lundy, Deborah Deichman, JoAnn Polcari, Susan Mosher and Dale Crossman. Top Right: Graduate School Executive Director Jerry Ice and Deputy Executive Director Lynn Edwards present a Faculty Excellence Award to Richard (Pete) Blancato. Bottom Right: Executive Director Jerry Ice and Deputy Executive Director Lynn Edwards present the W. Edwards Deming Outstanding Training Award to representatives of the Department of the Navy Human Resources Service Center, Northwest.

# Information Technology Director Nat Hopkins Retires



During his tenure at the Graduate School, Nat Hopkins has overseen the growth of our information technology program – a growth that has mirrored the changes and challenges of the technology revolution. Hopkins will retire on November 5, 2004, his twentieth anniversary at the Graduate School.

Hopkins' early interest was nuclear physics. He obtained a master of science degree in experimental nuclear physics from the Massachusetts Institute of Technology. Before coming to the Graduate School, Hopkins worked for the Control Data Corp. and its spinoff, Scientific Time Sharing, and for the General Electric Corp. in its information systems division. Reflecting on his Graduate School years, Hopkins is particularly proud of the WebMaster Certification program, which he developed.

Graduate School Deputy Director Lynn Edwards feels that "Nat brought to the school an in-depth knowledge of the industry and a general can-do attitude. Today we have a state-of-the-art information technology learning center, and

he has developed a network of loyal customers. We are thankful for his contributions to the school."

Hopkins' future plans include three cruises – to Central America, Hawaii and on the *Queen Mary* to Southampton. He will also consult and perhaps consider a business venture. He and his son, who has a masters degree in engineering and works for the Nuclear Regulatory Commission, often joke that "he is doing what I should be doing, and I am doing what he should be doing."

## Graduate School Co-Sponsors Ceremony to Honor Service to America Awardees

At a ceremony in Washington, D. C. on September 28, 2004, CNN's Anderson Cooper served as master of ceremonies for the presentation of the 2004 Service to America Medals to eight individuals, who were hailed for their outstanding achievements to the nation. These government employees represented the FBI, the departments of State and Energy, the National Institute of Standards and Technology, the Federal Emergency Management Agency, the U.S. Army Corps of Engineers, the U.S. Immigration and Customs Enforcement and the Federal Trade Commission.

The Graduate School, USDA was the capital sponsor of the event. Other capital sponsors included Lockheed Martin, Hewlett-Packard and Microsoft. The corporate sponsors were Siemens USA, Dupont and Tyco International. Graduate School Director Jerry Ice introduced the presenter of the Call to Service award given to 28-year-old Nicole Nelson-Jean, who led the Department of Energy's effort to negotiate a nuclear security agreement with the Russian Ministry of Defense.

The Atlantic Media Company, which publishes *Government Executive*, *National Journal* and *The Atlantic Monthly*, and the Partnership for Public Service, a nonprofit organization focusing on the revitalization of public service, created the Service to America Medals in 2002.



## NEWSbriefs

### Excellence in Government Conference



Former Secretary of Defense William Cohen delivered the David O. "Doc" Cooke lecture at the Excellence in Government conference.

At the annual Excellence in Government conference, held in Washington, D.C. on July 27-29, the David O. "Doc" Cooke lecture featured the Honorable William Cohen, former senator from Maine and secretary of defense under President Bill Clinton. Cohen spoke on how terrorism has changed American foreign policy. The Graduate School and *Government Executive* magazine co-sponsor the lecture to honor Cooke, who long championed the public employee.

The Graduate School also sponsored the luncheon speaker, Bonnie St. John, a paralympic award-winning skier, motivational speaker and author of *Succeeding Sane: Making Room for Joy in a Crazy World*. Graduate School Director Dr. Jerry Ice introduced St. John. Two thousand government employees attended the conference, which included 50 workshops on the role of federal managers.



Graduate School Executive Director Jerry Ice presented a pouch of tobacco, symbolizing friendship, to Arlen P. Quetawki, Sr., governor of the Zuni tribe.

The Zuni tribe team project, "Sheltering and Nurturing Our Future," received the Askew Quality Award from the D.C. chapter of the Society of Public Managers.

### Graduate School Staff Attend AGOA Conference



Secretary Ann Veneman and Norma Ford

### MESSAGE FROM THE EXECUTIVE DIRECTOR



More and more the federal government turns to the Graduate School, USDA to provide the training in information technology that its workers must acquire to manage the increasing complexity and workload of their jobs. The success of our program is the result of much thought, effort and planning. Our staff continually updates the curriculum, adding new courses and

revising or enhancing the current ones. In our daytime program for 2005, we offer 177 courses; 47 are new titles. Many of these courses relate to database management, network services, operating systems and information security.

In order for individuals to complete the necessary training and prepare for the Oracle Certification examination, we now provide a complete curriculum in Oracle 9i for information technology professionals. The seven courses focus on learning to manage and support relational database management systems.

Also new are Boarder Gateway Protocol, IP Version 6 and MPLS VPNs. These courses with their intriguing titles deal with different aspects of network services – routing, design, implementation and troubleshooting.

We have added seven courses on Microsoft operating systems, including Implementing and Managing Microsoft Exchange Server 2003, Implementing Microsoft Windows 2000 Professional and Managing a Microsoft Windows Server Environment. These are also part of two new certificate programs – Microsoft Certified Systems Administrator (MCSA) and Microsoft Certified Systems Engineer (MCSE).

To address the burgeoning field of information security we have created four more courses. They are Backup and Disaster Recovery, Designing Security for a Microsoft Windows Server 2003, Security Forensics and Law/Executive Overview, and Certified Information Security Professional Prep – a workshop which prepares one for the certification exam. Our up-to-date selection also includes a Legal Forensics Specialist certificate program.

I am pleased to announce the appointment of Dr. Sharon Fratta-Hill as the dean of our information technology program. Dr. Fratta-Hill possesses the necessary experience and training to direct the growth of our curriculum. We also have a first-rate roster of instructors for our courses. In our recently published daytime catalog, Training Solutions 2005, individuals can find the schedules and tuitions. For further information on the Graduate School's information technology program, visit our Web site at [www.grad.usda.gov](http://www.grad.usda.gov).

Dr. Jerry Ice

### Pueblo Zuni and Graduate School Celebrate Opening of New Museum

The Graduate School and members of the Pueblo Zuni tribe co-sponsored a reception on September 20 to celebrate the opening of the National Museum of American History in Washington, D. C. on the following day. The tribal graduates of the Graduate School's Certified Public Manager program presented distinguished leadership awards to W. Richard West, Jr., Bruce Bernstein, Eloise Kobell and Lou Gallegos in recognition of their important contributions to the American Indian community. The Zuni tribe team project, "Sheltering and Nurturing Our Future," received the Askew Quality Award from the D.C. chapter of the Society of Public Managers.



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## Executive Potential Program Transforms Managers into Leaders

The Graduate School's Executive Potential Program contains the components necessary to train senior managers for effective leadership roles. The program includes the Leadership Effectiveness Inventory assessment tool, leadership training, team projects and developmental assignments. In the benchmarking processes, participants learn leadership practices from executives in government agencies, corporations, universities and nonprofit organizations. Expert instructors and consultants from the federal and academic communities conduct the residential workshops and seminars. Individuals may also earn 12 graduate credits toward a Masters of Science in Management or a Certificate of Public Service Leadership from Thomas Edison State College. The nomination deadline is February 25, 2005. For more information, visit our Web site at [www.grad.usda.gov/lda](http://www.grad.usda.gov/lda).

## Self-Paced Training Meets Special Needs

Due to the shrinking travel budgets of many federal agencies, the Graduate School, USDA's Self-Paced Training Program has experienced a significant increase in registrations – in fact, 10,000 registrants in 2004 represent a double-digit increase over 2003. Another important factor in the growth of self-paced training is its flexible schedule, which enables students to tailor their study around workload peaks and urgent projects. According to Program Director Michael Allen, adults particularly enjoy this control over their learning experience.

The Graduate School's program uses two instructional methods. In self-study courses, students work independently on specially designed course materials whereas in instructor-assisted courses, students submit assignments to an instructor for feedback and review. The most popular courses deal with specific federal topics, such as human resources requirements, supervision and financial management.

In 2005, Self-Paced Training will introduce a series of paralegal certificate programs that were developed by the Center for Legal Studies and are used at other institutions nationwide.



## Graduate School Trains Fair Housing Enforcement Personnel

The Graduate School has partnered with the Department of Housing and Urban Development (HUD) to train and educate enforcement officers in the principles of fair housing and equal opportunity at a new National Fair Housing Training Academy. Congress approved the establishment of the Academy in 2004, and the first class began the 12-course program August 9. Enforcement personnel nationwide enroll in a curriculum that has been designed by Graduate School faculty and HUD. Students who complete the training receive basic federal certification as fair housing investigators. The partnership has planned an advanced certification program to begin in 2006. Howard University has donated their historic Miner Teachers Building to house the academy. Al Tyree, client relations manager at the Graduate School, has coordinated the program.



## Events in Your Area

### Continuity of Operations Planning

This course is for individuals in government and private industry who are responsible for emergency planning.

Course Code: PGM78051D

Tuition: \$1,065

December 13-16, 2004, Las Vegas, Nev.

### Freedom of Information and Privacy Act Workshop

Learn how to respond to Freedom of Information Act (FOIA) and Privacy Act (PA) requests. Become skilled at properly releasing records to the public while safeguarding necessary information.

Course Code: PMGT7000D

Tuition: \$745

January 19-21, 2005, San Francisco, Calif.

### Mid-Career Retirement Planning

This course will help federal employees understand the benefits decisions that were made early in their careers. Update yourself on your retirement components: income, benefits, health insurance and estate planning.

Course Code: BENE8102D

Tuition: \$445

December 2-3, 2004, San Francisco, Calif.

### OMB Circular A-76: Management Overview

This course is intended for managers and supervisors who need to understand the FAIR Act Inventory; the distinction between commercial activities and inherently governmental functions; and the steps in the A-76 process.

Course Code: ACQI7026D

Tuition: \$350

December 6, 2004, San Francisco, Calif.

### OMB Circular A-76: Performance of Commercial Activities

This course provides coverage of the entire A-76 process through a comprehensive classroom simulation that demonstrates how an agency will determine whether commercial services will be performed in-house by government personnel or by contractors.

Course Code: ACQI7025D

Tuition: \$935

December 7-10, 2004, San Francisco, Calif.

### Position Management: Techniques to Improve Organizational Efficiency — REVISED

Discover how to use position management tools, techniques and methods to increase work unit efficiency. This course is for managers, supervisors and team leaders.

Course Code: CLAS7010D

Tuition: \$545

January 18-19, 2005, Las Vegas, Nev.



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Events in Your Area

Advanced Appropriations Law Seminar — NEW

In this advanced seminar, graduates of Federal Appropriations Law expand their knowledge and skills by engaging in in-depth discussions of the significant legal issues facing federal financial managers.

Course Code: FINC9100D

Tuition: \$745

December 6–8, 2004, San Antonio, Texas

Consulting Skills for Human Resources Professionals

This course covers the major phases, skills and techniques of human resources consulting. Improve your ability to serve as an internal consultant for your organization.

Course Code: CDEV/8005D

Tuition: \$745

January 19–21, 2005, New Orleans, La.

Reimbursable Operations — NEW

In this course you will learn about the complicated and perplexing issues regarding appropriated funds for interagency goods and services.

Course Code: FINC9100D

Tuition: \$585

December 9–10, 2004, San Antonio, Texas

For more information on

Graduate School, USDA

courses in your area,

visit our Web site at

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## Events in Your Area

### Assessing Financial-Related Activities and Controls

With attention to government auditing standards, learn to apply the techniques to assess control weaknesses and to integrate your findings into an audit report.

Course Code: AUDT8811G

Tuition: \$745

November 30 – December 3, 2004, Atlanta, Ga.

### Introduction to Strategic Human Capital Management NEW

This course provides human resources specialists, managers and supervisors with a greater understanding of the human capital initiatives and their role in implementing the governmentwide initiatives.

Course Code: PMGT7009D

Tuition: \$575

January 19–20, 2005, Washington, D.C.

### Making a Business Case for a Capital Investment NEW

Learn how to prepare a business case for a capital investment as required by OMB Circular A–11. Become familiar with the contents and format of Exhibit 300, the business case form that federal agencies must use.

Course Code: PGMT8200D

Tuition: \$845

December 6–9, 2004, Washington, D.C.

### Microsoft Project 2003 NEW

Improve your ability to organize tasks and communicate effectively through familiar, easy-to-use tools. Learn new display options to show team members specific project information.

Course Code: PROJ7980T

Tuition: \$945

December 6–8, 2004, Washington, D.C.

### Office Management

Master practical strategies and gain hands-on experience to raise the performance level of your office. Acquire skills in team building, leadership development and conflict resolution.

Course Code: ADMB7009D

Tuition: \$675

December 7–9, 2004, Washington, D.C.

### Oracle9i: Database Performance Tuning and Diagnostics NEW

In this workshop, you learn to diagnose, troubleshoot and resolve various performance problems and issues with Oracle databases.

Course Code: CMAN8900T

Tuition: \$1,495

December 6–10, 2004, Washington, D.C.

For more information on Graduate School, USDA courses in your area, visit our Web site at

[www.grad.usda.gov](http://www.grad.usda.gov).